

CECW-ON Engineer Circular 1130-2-213	Department of the Army U.S. Army Corps of Engineers Washington, DC 20314-1000	EC 1130-2-213 1 October 1999
	EXPIRES 30 SEPTEMBER 2001 Project Operations VISITOR ASSISTANCE TRAINING	
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CECW-ON

DEPARTMENT OF THE ARMY
U.S. Army Corps of Engineers
Washington, DC 20314-1000

EC 1130-2-213

Circular
No. 1130-2-213

1 October 1999

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Project Operations
VISITOR ASSISTANCE TRAINING

1. Purpose. This circular provides policy guidance on revisions to the U.S. Army Corps of Engineers Visitor Assistance training program.
2. Applicability. This circular applies to all U.S. Army Corps of Engineers (USACE) commands having responsibility for civil works functions.
3. Distribution Statement. Approved for public release, distribution unlimited.
4. References.
 - a. ER 1130-2-550, Recreation Operations and Maintenance Policies.
 - b. EP 1130-2-550, Recreation Operations and Maintenance Guidance and Procedures.
5. Background. The policy guidance contained in this circular are a result of recommendations from the Visitor/Ranger Safety Review Task Force, the Visitor Assistance Training Task Force, Visitor Assistance PROSPECT Course instructors, and comments received from Major Subordinate Commands.
6. Policy.
 - a. General Requirements.
 - (1) All Natural Resources Management (NRM) program staff shall receive training in accordance with the following revisions to Chapter 6 of reference 4.a. (Visitor Assistance Program), paragraph 6-2 (g) and Chapter 6 of reference 4.b., paragraph 6-4.
 - (2) Major Subordinate Commands (MSC) will ensure that all new permanent, seasonal, and temporary personnel with need for citation authority to enforce 36 CFR, Chapter III, Part 327

(Title 36) complete the basic training requirements (Training Module 1) prior to receiving citation authority and the refresher training requirements (Training Module 2) to maintain citation authority. District Commanders may grant citation authority for new project employees (hired after 1 October 1999) following successful completion of the Basic Visitor Assistance Training Curriculum (Training Module 1) program.

(3) Operations Managers are responsible for ensuring that the permanent, seasonal, and temporary rangers with visitor assistance responsibilities receive the prescribed training. Temporary employees who perform visitor assistance duties and enforce Title 36 must receive the same visitor assistance training provided to permanent and seasonal rangers with similar duties. Permanent, seasonal and temporary employees must be properly trained prior to performing night and weekend patrol activities.

(4) All NRM permanent personnel with ranger and/or visitor assistance managerial duties will normally have citation authority (optional requirement for Operations Managers). Authorized personnel will be issued ENG Form 5036-R, Certificate of Authority to Issue Citations, and badge in accordance with Chapter 6 of reference 4.a. A new ENG Form 5036-R and badge must be issued (with a revised date) to employees who transfer to another district to maintain citation authority. A new ENG Form 5036-R and badge are not required for permanent and seasonal employees who transfer within the same district. Districts must revoke ENG Form 5036-R and badge for any employee who leaves employment within the district upon transfer or termination.

b. Visitor Assistance Training Curriculum. The visitor assistance training curriculum consists of three modules. The curriculum for basic visitor assistance training is described in Module 1 (Appendix A). The curriculum for annual refresher visitor assistance training is described in Module 2 (Appendix B). The curriculum for visitor assistance management and policy training is described in Module 3 (Appendix C). Tables 1 and 2 summarize the Module 1 and Module 2 training requirements.

Table 1
Module 1: Basic Visitor Assistance Training Curriculum

	Course Title	New VA Employees Requiring Citation Authority	Employees Wearing the NRM Class B/C Uniform (who <u>do not</u> have citation authority as a functional duty)
Module 1a	VA for NRM (PROSPECT) (36 hours)	✓	Optional
Module 1b	First Aid/CPR - (9 hours)	✓	✓
Module 1c	Blood Borne Pathogen (length varies)	✓	✓
Module 1d	Local-supplemental (length varies)	✓	Optional
Module 1e	Personal Protection* (24 hours)	✓ Note - Module 1a or 1f (completed after 1 Jan 99) satisfies this requirement	✓ Note – The personal protection training contained in Module 2a (Refresher Training) satisfies this requirement
Module 1f	MSC/District Visitor Assistance Course* (36-40 hours)	For employees waiting to take Module 1a. Provides citation authority for three years	Optional

✓ Required Training

* Course must be approved in advance by HQUSACE

Table 2
Module 2: Refresher Visitor Assistance Training Curriculum

	Course Title	Visitor Assistance Employees with Citation Authority	Employees Wearing the NRM Class B/C Uniform (who <u>do not</u> have-citation authority as a functional duty)
Module 2a	Refresher VA Training for NRM (8 hours)	✓	optional
Module 2b	Personal Protection Training (4 hours)	N/A (training contained in Module 2a)	✓ The personal protection training in Module 2a or the <i>SelfSafe</i> interactive computer-based training course satisfies this training requirement
Module 2c	Medical Recertification (length varies)	✓	✓

✓ Required Training

c. Other Training. To complement visitor assistance training, and to meet local mission requirements, permanent NRM personnel with visitor assistance responsibilities may be required to take at the district or project level, training on defensive driving, cultural resource protection, historic property protection, cultural diversity, water safety, boat licensing and operation and other training applicable to the position. This training is not mandatory for citation authority. When appropriate, training in a second language other than English is highly recommended.

d. Documentation. Districts are required to maintain a training database that documents all required visitor assistance training per employee. Documentation for the Basic Visitor Assistance Training Curriculum, Refresher Training Curriculum, Visitor Assistance Management and Policy Course and other related training must include, at a minimum, the employee's name/location, course title (i.e., Module 1a - VA Program for Natural Resource Management), course location/hours, date completed and date citation authority was received. The Civilian Personnel Advisory Center (CPAC), via the Defense Civilian Personnel Data System (DCPDS) will help meet this requirement for all courses 8 hours or longer. Each project must maintain a copy of all visitor assistance training certificates for every employee and, upon an employee's transfer to a new duty station, deliver these records to the individual's new duty location as part of the normal checkout process.

7. These policy changes will be incorporated into the next revision of Chapter 6 of ER 1130-2-550 and EP 1130-2-550. respectively.

FOR THE COMMANDER:

3 Appendices

App A - Module 1: Basic Visitor
Assistance Training Curriculum

App B - Module 2: Refresher Visitor
Assistance Training Curriculum

App C - Module 3: Visitor Assistance
Management and Policy



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APPENDIX A

MODULE 1: BASIC VISITOR ASSISTANCE TRAINING CURRICULUM

A- 1. General Requirements.

a. New employees hired on or after 1 October 1999 must complete the Basic Visitor Assistance Training Curriculum, Modules 1 a through 1 d, (except as specified in paragraph A-7) prior to receiving citation authority. This curriculum is classified as mission-essential mandatory Priority 1 training for those employees having citation authority as part of their job description. These modules may be completed in any order.

b. Visitor Assistance employees hired before 1 October 1999 with current citation authority must complete all Module 1 basic training requirements by 31 December 2000 to maintain citation authority. Districts must temporarily suspend citation authority for any current employee who has not successfully completed the basic training requirements (Modules 1a through 1d) by 31 December 2000.

c. Employees who wear the NRM Class B/C (park ranger) uniform but do not have citation authority as a functional responsibility must receive, at a minimum, training Module 1 b (First Aid/CPR), Module 1c (Blood-borne Pathogen) and personal protection during their first year of employment (for new employees) and by 31 December 2000 (for current employees).

A-2. Module 1a: Visitor Assistance Program for Natural Resources Management.

a. All employees requiring citation authority must take the HQUSACE-sponsored PROSPECT Course # 147, *Visitor Assistance Program for Natural Resources Management* (36 hours). Module 1f (MSC/ District Visitor Assistance Course) may be substituted for temporary citation authority (authority valid up to three years).

b. Course provides basic instruction to execute visitor assistance duties and covers history, philosophy, policy, liability, authority, jurisdiction, enforcement procedures, image, and tactical communication, situational analysis, and unarmed self defense. This course provides the basic personal protection training requirements necessary to obtain citation authority.

c. Districts can request an “On-Site” VA for NRM PROSPECT Course by contacting the Registrar, Professional Development Support Center (PDSC), Huntsville and the course lead instructor at least six months in advance of the training need. The host district is responsible for logistics, student registration, instructor salary and travel per diem charges, and other administrative requirements of the course. Arrangements and confirmation will be based on instructor availability and other factors. An approved On-Site PROSPECT course fully satisfies the Module 1a training requirement.

A-3. Module 1b: First Aid / Cardiopulmonary Resuscitation (CPR) Training.

a. All employees wearing the NRM Class B/C Uniform must complete the 9-hour *Red Cross Community First Aid and Safety Course* (or equivalent as determined by the Operations Manager). Course provides basic instruction to recognize and care for breathing and cardiac emergencies in adults, children and infants and to identify and care for life-threatening bleeding, sudden illness and injuries. The American Heart Association may be used for CPR instruction.

b. Advanced first aid training equivalent to the Red Cross “*First Aid-Responding to Emergencies*” (23-35 hours) or “*Emergency Response*” (44-53 hours) course is recommended for employees with citation authority in locations where the emergency medical response time is 15 minutes or greater.

c. Increased first aid training up to Emergency Medical Technician Basic (EMT Basic) is authorized for a minimum number of selected permanent staff members at the discretion of the Operations Manager.

A-4. Module 1c: Blood-borne Pathogen Training.

a. All employees wearing the NRM Class B/C Uniform must complete the standard MSC/District developed blood-borne training course as per EM 385-1-1 (Safety and Health Requirements Manual).

b. Employees shall be offered preventive vaccinations for blood-borne pathogens as per EM 385-1-1 and 29 CFR 1910.1030. Preventive vaccinations are not a condition of employment.

A-5. Module 1d: Local-Supplemental Training.

a. All employees requiring citation authority must receive district/project level supplemental training to include program implementation guidance, district procedures and project on-the-job

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training to satisfy regional and local needs. See Table A-1 for sample training checklist. Offices may expand and otherwise modify the list to fit regional and local requirements. A checklist must be completed and maintained on file for each visitor assistance employee with citation authority.

b. Training can be accomplished through a mix of centralized classroom instruction, project meetings and actual on-the-job training and exercises with a more senior ranger that has citation authority training.

Table A-1
Local-Supplemental Visitor Assistance Training Checklist

<u>COMPETENCY</u>	<u>DATE</u> (completed)	<u>INITIALS</u> <u>Employee/Supervisor</u>	<u>COMMENTS</u>
VA Policy /Authority			
Report Writing/Fact Finding			
Written Warning & Citations			
Log / Record Keeping			
Magistrate Court System			
Central Violations Bureau			
Forfeiture Schedule			
Law Enforcement Agreements			
State and Local Laws			
Patrol Procedures			
Emergency Procedures			
Radio / Equipment Operation			
Local Gang / Cult Awareness			
Local Drug Activity			
Cooperating Agencies			

A-6. Module 1e: Personal Protection Training.

a. All employees with citation authority obtained prior to 1 January 1999 must also complete 24 hours of personal protection to include tactical communication, situational analysis and actual hands-on unarmed self defense techniques. See Table A-2 for required course content. Course must be approved in advance by HQUSACE.

b. Employees who have acquired HQUSACE-approved, locally-sponsored personal protection training since 1 January 1992 may be credited (at the discretion of the Operations Manager) for all or a portion of the 24-hour requirement. Credit will be given to employees who have completed HQUSACE approved personal protection instruction as part of local-sponsored refresher training. This training module is not required for employees who have completed Module 1a or 1f after 1 January 1999.

c. Employees who do not have citation authority as part of their functional duties but wear the NRM Class B/C uniform must receive, at a minimum, four hours of personal protection training equivalent to the personal protection requirements contained in Module 2a (Refresher Training) course.

Table A-2
Personal Protection Training

SUBJECT	HOURS	DESCRIPTION	DELIVERY
Visitor Assistance Policy/Authority and Program Update	2 hours	Review current VA policy and authority; discuss program updates and local issues	MSC/District Visitor Assistance Coordinator or other employee fully versed in the VA program *
Tactical Communications and Situational Analysis	12 hours	Methods to gain compliance through persuasion; defusing situations to avoid conflict; redirecting uncooperative visitors to obtain a positive outcome; recognizing potentially dangerous situations and reducing the risk of attack; identification of gangs, drugs, and mental subjects; local issues	Contractor proficient in conducting tactical communication, situation analysis and personal protection training (private vendor, local/state law enforcement agency, university) **
Hands On Personal Protection	10 hours	Conduct unarmed, open-handed self defense techniques; apply self defense control and survival techniques; discuss the basic personal protection principles and concepts and how they relate to the VA program	Contractor proficient conducting hands-on personal prot. training (private vendor, local/state law enforcement agency, university) * *

* Visitor Assistance PROSPECT Course instructors are sometimes available to conduct the policy/authority/program update session; instructor travel and per diem are the responsibility of the sponsoring office. A one-hour HQUSACE-produced VA Policy/Program Update video is being produced to cover a portion of this training session and will be available in the fall of 1999.

** Subject matter must be in full compliance with HQUSACE policy. Sponsoring office must ensure that the contractor is fully knowledgeable and supportive of the visitor assistance program (including philosophy, policy, objectives, authority limitations, etc.) prior to conducting the training. Vendor fees for materials and other requirements, if any, are the responsibility of the sponsoring office. Visitor Assistance PROSPECT Course personal protection instructors are sometimes available to conduct these training sessions. Instructor travel and per diem are the responsibility of the sponsoring office. Employees who have received train-the-trainer certification from an approved personal protection training vendor and who have been approved in advance by HQUSACE may conduct this training.

A-7. Module 1f: MSC/District Visitor Assistance Course.

- a. MSC/districts may develop and conduct a 36-40 hour regional visitor assistance course for the purposes of providing immediate citation authority for employees waiting to take the PROSPECT- course, *Visitor Assistance Program for NRM* (Module 1a) or temporary employees with an expected tour of duty of three years or less. This course provides citation authorization for a maximum of three years from the date of the training and cannot be extended beyond the three year period unless the individual attends the Visitor Assistance PROSPECT (or On-Site PROSPECT) Course (Module 1a).
- b. Course provides basic instruction to execute visitor assistance duties; covers history, philosophy, policy, liability, authority, jurisdiction, enforcement procedures, image and personal protection (Training Module 1e may be substituted for the personal protection requirement). See Table A-3 for required *course* content. Course must be approved in advance by HQUSACE.
- c. Employees must also complete Modules 1b-1 d prior to receiving citation authority.
- d. Course may be used as a substitute for the Module 2 (Refresher Training) course in order to satisfy the refresher training requirement for employees with current citation authority.

Table A-3
Required Course Content for MSC/District VA Citation Authority Course

SUBJECT	HRS	DESCRIPTION	DELIVERY
Visitor Assistance Policy	2-3 hrs	Review regulations governing VA program; identify program boundaries; define terms; place emphasis on lowest level of enforcement; relate experiences	USACE VA PROSPECT Course Instructor-travel and diem paid by the host MSC
History and Development	.5 - 1 hr	Historical review of USACE and VA program through events, legislation, and regulations; highlight current organizational structure	MSC/District VA Coordinator or employee versed in the VA program
Title 36 Code of Federal Regulations	3 - 5 hrs	Full review of T-36 with emphasis on recent regulation changes and critical areas of concern; exchange experiences and define limits of authority to provide alternative solutions to situations encountered	“
Title 18 / Other Rules and Regulations	.5 - 1 hr	Review T-18 legislation; identify relationship of T-18 to VA program; describe proper procedures to follow regarding forcible assaults; identify T-18 situations; and discuss related regulations	“

Demographics and T-36 Results	1 - 2 hrs	Provide overview of project visitors for greater understanding and management; discuss user and visitation trends; identify management concerns and solutions through recent T-36 results	
Enforcement	3 - 5 hrs	Define USACE policy on enforcement priorities; identify methods for effective patrols and for observing and reporting facts clearly and concisely; discuss proper approach techniques and ways to respond to various enforcement situations	“
Ranger Image	.5 - 1 hr	Discuss importance of maintaining professional appearance and attitude; discuss why ranger actions are magnified to the public; identify unethical and illegal concerns; identify ways a ranger can contribute positively to USACE public relations program	“
Magistrates Courts; Authority and Jurisdiction	2 - 3 hrs	Discuss basics steps in the trial of a citation case; identify rules of evidence applied in Magistrate Court; provide guidelines for testifying and proper use of notes and memos in testimony; highlight the four types of Federal jurisdiction	Office of Council representative fully knowledgeable of the VA program
Torts / Legal Constraints	1-2 hrs	Discuss circumstances where the government is liable for injuries to others and where the ranger may be held personally liable	“
Tactical Communication and Situation Analysis	10 hrs	Methods to gain compliance through persuasion; defusing situations to avoid conflict; redirecting uncooperative visitors to obtain a positive outcome; recognizing potentially dangerous situations and reducing the risk of attack; identification of gangs, drugs and mental subjects; discussion of local enforcement issues	Contractor proficient in conducting tactical communication, situational analysis, and personal protection training (private vendor, law enforcement agency, university) *
Personal Protection/ Unarmed Self Defense	10 hrs	Conduct unarmed, open-handed self defense techniques; apply self defense control and survival techniques; discuss the basic personal protection principles and concepts and how they relate to the VA program	“

* All or a portion of this session can be conducted under contract. Subject matter must be in full compliance with USACE policy. Sponsoring office must ensure that the contractor is fully knowledgeable and supportive of the VA program (including philosophy, policy, objectives, authority limitations, etc.) prior to conducting the training.

APPENDIX B

MODULE 2: REFRESHER VISITOR ASSISTANCE TRAINING CURRICULUM

B- 1. Module 2a: Annual Refresher Visitor Assistance Training for NRM.

a. All employees with citation authority must receive a minimum of 8 hours of annual refresher training to include visitor assistance policy review, program update, Title 36, enforcement procedures, ranger image, magistrates court, authority and jurisdiction, torts/legal consideration, local issues and hands-on personal protection refresher training. See Table B-1 for required course content. HQUSACE advance approval is not required. Training can be conducted at the project, district and MSC levels.

b. All employees who wear the NRM Class B/C uniform, but do not have citation authority as a functional duty, must receive 4 hours of personal protection training annually. The personal protection training contained in Module 2a or the *Safe Self* interactive computer based training course both satisfy this annual requirement. Note: *Safe Self* is under development and will be available during the summer of 2000.

B-2. Module 2b: Medical Training Recertification.

a. All employees with required medical training must receive refresher training necessary to maintain certification in previously acquired medical training courses.

b. CPR training must be taken annually and First Aid and Blood-borne Pathogen training every three years or as often as necessary to retain vendor required certification and competencies.

Table B-1
Required Course Content -- Refresher Visitor Assistance Training

SUBJECT	HOURS	DESCRIPTION	DELIVERY
Visitor Assistance Policy/Authority and Program Update	2 Hours	Review current VA policy and authority; Title 36. VA program update, enforcement procedures, ranger image, magistrates court, authority and jurisdiction, torts/legal consideration	District Visitor Assistance Coordinator or other employee fully versed in the VA program **
Local Issues	2 Hours	Discuss regional/local issues of concern; visitor demographics; gang, cult, drug awareness, etc.	District Visitor Assistance Coordinator or other employee fully versed in the VA program * * *
Personal Protection	4 Hours	Review tactical communication*, situational analysis and hands-on unarmed self defense (minimum 2 hours) training requirements	Contractor proficient conducting personal protection training (private vendor, local/state law enforcement agency, university) *** & ****

* A HQUSACE-sponsored interactive computer-based training course (*Safe Self*) is under development and may be used to satisfy the tactical communication training requirement. Course will be available during the summer of 2000.

** A one-hour HQUSACE-sponsored VA Policy/Program Update video is being produced to cover a portion of this training session and will be available in the fall of 1999. Video will be available on a loan basis from the VA for NRM PROSPECT Course lead instructor.

* * * All or a portion of this session can be conducted under contract. Subject matter must be in full compliance with HQUSACE policy. Sponsoring office must ensure that the contractor is fully knowledgeable and supportive of the Visitor Assistance program (including philosophy, policy, objectives, authority limitations, etc.) prior to conducting the training.

**** Employees who have received train-the-trainer certification from an HQUSACE approved personal protection vendor (and who have been approved in advance by HQUSACE). Vendor fees for materials and other requirements, if any, are the responsibility of the sponsoring office.

APPENDIX C

MODULE 3: VISITOR ASSISTANCE MANAGEMENT AND POLICY

C- 1. Module 3: Visitor Assistance Management and Policy

- a. All resource/park managers and work leaders at project, district and MSC levels who plan and manage the Visitor Assistance Program must take the 20 hour *Visitor Assistance Management and Policy* PROSPECT course (formally titled HQUSACE Visitor Assistance Advance/Update) within two years of acquiring this leadership position (except as specified in * the following paragraph). Operations Managers, Corps security specialists, Corps military personnel serving in a security capacity, and Rangers at the GS-9 level and above are also encourage to attend.
- b. Employees who have attended the Visitor Assistance Program for NRM (Module 1a) within the past 5 years should not schedule this course.
- c. The course provides an overview of the Visitor Assistance Program to promote consistency in Visitor Assistance policy application and explore alternative management techniques and practical applications. Topics covered include policy status and direction of the Visitor Assistance Program, Title 18, Title 36, communications, and legal liabilities. This module does not satisfy any of the requirements for obtaining or maintaining citation authority.